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100

IEX TotalView Workforce Management - Your Call Center - [WebStation Trade Rules - MU 111 Presidents]

File Edit View Special Skill BU CI MU Report Admin Tool VP Custom Window Help

MU Trade Rules Trade Board Agent Trade Permissions

Select MU: 111 Presidents Data Access: Modify Retrieve

☒ Allow agents to trade schedules in the Agent WebStation.

Rules

☒ Require supervisor approval for all trades.

☒ Agents must be in the same MU.

☒ Agents must have the same skills.

☒ Agents must have the same value for this agent data group Supervisor

☒ Allow give-away trades.

☒ Allow partial day trades.

☒ Scheduled hours cannot exceed 40 hours per week

Traded schedules must fall in

☒ the same 1 week period, starting Sunday

☐ any 1 week period, starting 104/26/02

☐ the same calendar month

Minimum advance notice required: 48 hours

Maximum advance notice allowed: 30 days

Minimum amount of time that may be traded: 2 hours

Link 10 Up 6:59PM

FIG. 1

For Help, Press F1. For Context Sensitive Help, Press Shift-F1.

2/11

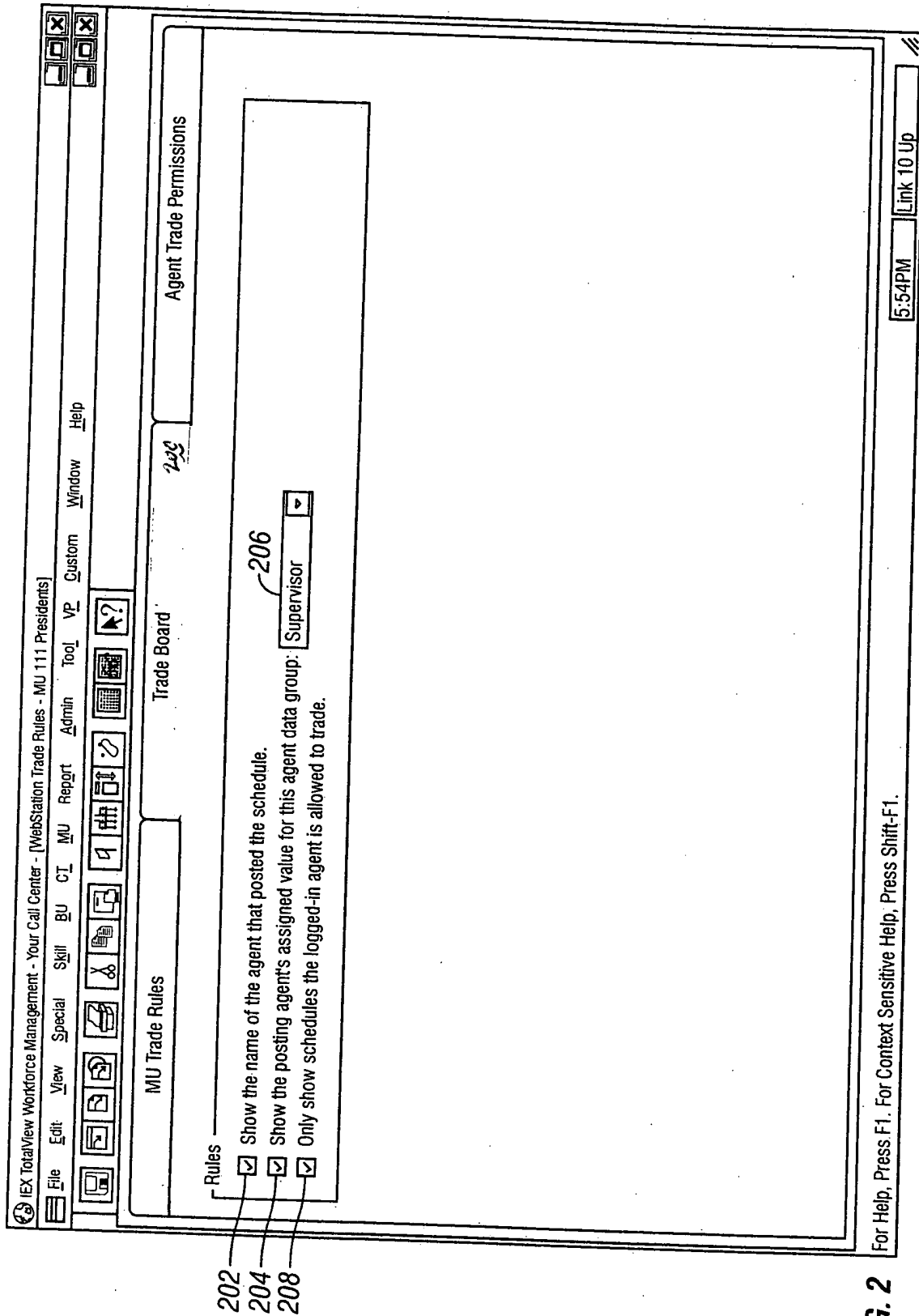


FIG. 2

For Help, Press F1. For Context Sensitive Help, Press Shift-F1.

402 IEX TotalView Workforce Management - Your Call Center - [WebStation Trade Rules - MU 111 Presidents]

File Edit View Special Skill BU CI MU Report Admin Tool VP Custom Window Help

412 414 MU: 32 Sales Data Access: Modify 416 418 Retrieve

Show values assigned to agents for this agent data group:

Request status: All 420

Posting agent: Any agent 422

Accepting agent: Any agent 424

Approve All 406 408 Deny All 436

Posted schedule date: 05/05/2003 426

Requested schedule date: Any date 428

Times are shown in CST6CDT

432	434	Posting / Accepting Agents		Schedule		448	450
Approve	Deny	ID	Name	Date	Day	Start	End
<input type="checkbox"/>	<input type="checkbox"/>	116	Tomasz, Susan	05/05/03	Mon	08:00am	09:00am
<input type="checkbox"/>	<input type="checkbox"/>	105	Coleman, Cassie	05/05/03	Sat	05:00pm	06:00pm
<input type="checkbox"/>	<input type="checkbox"/>	204	Mullert, Celia	05/05/03	Mon	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	104	Salina, Bob	05/05/03	Sat	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	203	Berniard, Chris	05/05/03	Mon	08:00am	09:00am
<input type="checkbox"/>	<input type="checkbox"/>	113	Shepard, Lori	05/05/03	Mon	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	111	Dixon, Kirk	05/05/03	Mon	Off	
<input type="checkbox"/>	<input type="checkbox"/>	108	Reich, Donna	05/05/03	Mon	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	106	Hardin, Chris	05/05/03	Sun	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	122	Dossey, Larry	05/05/03	Mon	08:00am	09:00am
<input type="checkbox"/>	<input type="checkbox"/>	115	Towery, Stuart	05/05/03	Mon	05:00pm	06:00pm
<input type="checkbox"/>	<input type="checkbox"/>	124	Carolus, Lynn	05/05/03	Mon	All Day	
<input type="checkbox"/>	<input type="checkbox"/>	202	Davis, Cedric	05/05/03	Sat	All Day	

430 (TABLE)

410

404

FIG. 4

FIG. 4

500

my schedule

my trades

schedule trade board

Post your schedule to the trade board

Dates of the schedules you're posting:

502

Day 1:

5

May 2003

504

Day 2:

6

May 2003

506

Day 3:

7

May 2003

508

Day 4:

8

May 2003

510

Day 5:

9

May 2003

512

Day 6:

514

Day 7:

Trade the entire day or part of the day for each of these dates?

516

Trade the entire day

520

10

:

30

9.

am

to

522

:

518

Trade part of the day:

:

9.

am

to

:

continue

cancel

524

526

FIG. 5

FIG. 6

7/11

700

home

StatsViewer

ScheduleViewer

alerts

acknowledge alerts

☒ 05/05/03
 ☒ 05/06/03
 ☒ 05/07/03
 ☒ 05/09/03

information

current scheduled activity:

Break

10:30am - 10:45am

next

Open Time

10:45am - 12:00pm

released schedules:

4/21/03 - 5/18/03

schedules were last modified:

4/25/03 - 1:22pm

my schedule

my trades

schedule trade board

trades I posted

trades I accepted

702

708

704

posted

712

706

710

714

716

post a schedule to the trade board

hide posted requests

May 2003

today is Friday, April 25, 2003

W

28

29

30

1

2

3

4

W

5

6

7

8

9

10

11

W

12

13

14

15

16

17

18

W

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23

24

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W

26

27

28

29

30

31

1

my posted schedule

details

Mon 05/12/03 08:00am-05:00pm

willng to accept in return

Sun 05/11/03 starting any time

cancel

details

Mon 05/12/03 08:00am-05:00pm

willng to accept in return

Sat 05/31/03 starting 08:00am-12:00pm

cancel

details

Mon 05/12/03 08:00am-05:00pm

willng to accept in return

Sun 06/01/03 starting 08:00am-12:00pm

cancel

details

Mon 05/12/03 08:00am-05:00pm

willng to accept in return

Wed 05/28/03 OFF

cancel

details

Mon 05/12/03 08:00am-05:00pm

willng to accept in return

Sun 06/01/03 starting 08:00am

cancel

pending

hide pending requests

my posted schedule

details

Tue 05/13/03 08:00am-05:00pm

offered to me in return

Sat 05/17/03 10:00am - 07:00pm

details

Wed 05/14/03 08:00am-05:00pm

offered to me in return

Sat 05/18/03 11:00am - 08:00pm

completed

hide completed trades

my new schedule

details

Wed 05/07/03 08:00am-05:00pm

details

Fri 05/09/03 OFF

Sat 05/10/03 12:00pm - 09:00pm

unsuccessful

hide cancelled requests

my posted schedule

details

Thu 05/01/03 08:00am-05:00pm

offered to me in return

Tue 05/27/03 10:00am - 12:00pm

details

Wed 05/02/03 08:00am-05:00pm

Mon 06/02/03 11:00am - 11:30pm

cancelled

hide cancelled requests

my posted schedule

details

Fri 05/16/03 08:00am-05:00pm

willng to accept in return

Fri 05/16/03 OFF

details

Fri 05/16/03 08:00am-05:00pm

Fri 05/16/03 starting 11:00am - 11:30am

details

Fri 05/16/03 08:00am-05:00pm

Sat 05/17/03 starting 11:00am - 11:30am

details

Mon 05/19/03 08:00am-05:00pm

Mon 05/18/03 starting 11:00am - 11:30am

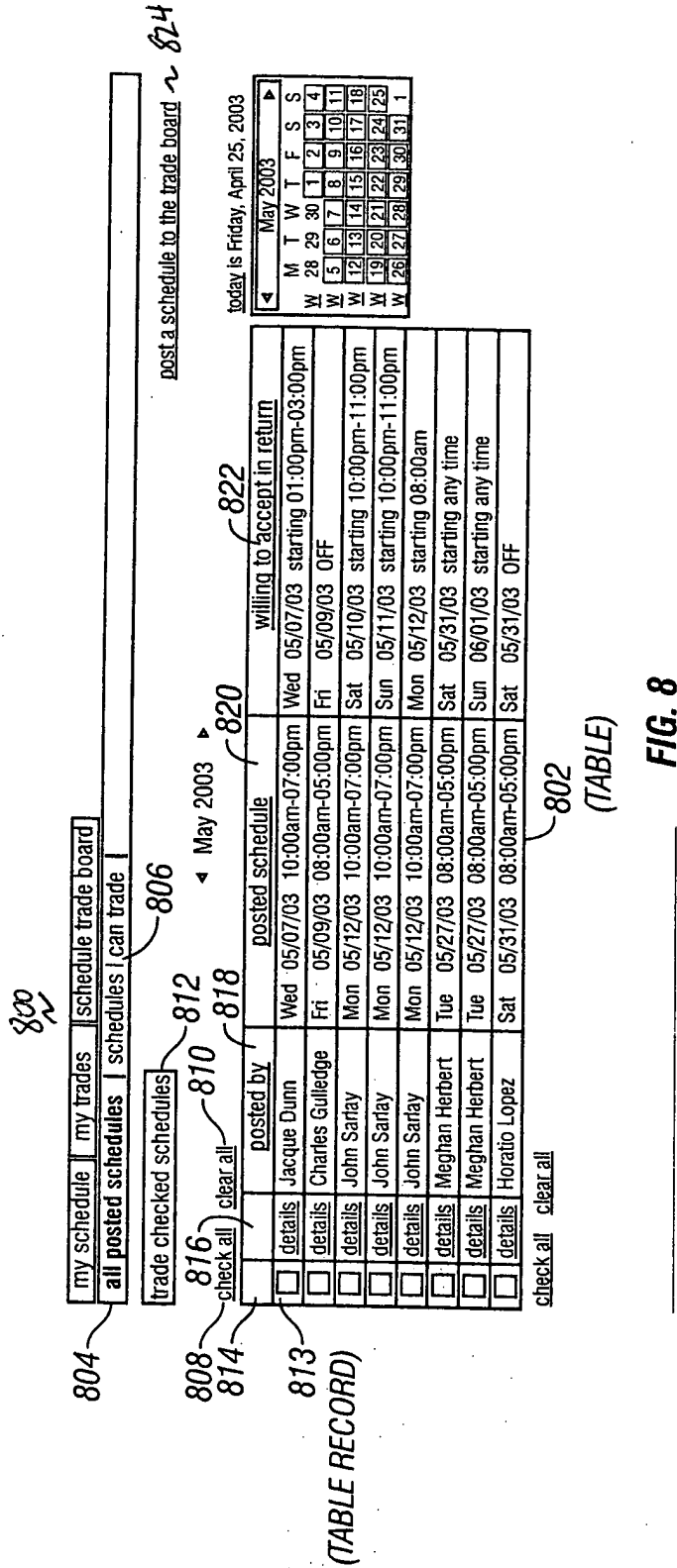
All requests

show

Internet

FIG. 7

8/11



9/11

903

My Schedule Manager - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Search Web Search Site Up Highlight

Google

close

posting agent's current schedule 902

Saturday, May 10, 2003

OFF

Monday, May 12, 2003

☐ Open Time 08:00am 10:00pm
☒ Break 10:00am 10:15am
☐ Open Time 10:15am 12:00pm
☒ Lunch 12:00pm 01:00pm
☐ Open Time 01:00pm 03:00pm
☒ Break 03:00pm 03:15pm
☐ Open Time 03:15pm 05:00pm

your current schedule - 904

Saturday, May 10, 2003

☐ Open Time 10:00am 12:00pm
☒ Break 12:00am 12:15am
☐ Open Time 12:15am 02:00pm
☒ Lunch 02:00pm 03:00pm
☐ Open Time 03:00pm 05:00pm
☒ Break 05:00pm 05:15pm
☐ Open Time 05:15pm 07:00pm

Monday, May 12, 2003

additional trade information 906

Posting agent: John Sarlay

Supervisor: Mike Shaw

Posted: 05/10/03 10:30am

FIG. 9

my schedule

my trades

schedule trade board

You have chosen to trade the following schedules:

1006

1004

what you'll get:	hours	what you'll give away:	hours
Wed 05/07/03 10:00am-07:00pm	9	Wed 05/07/03 12:00pm - 09:00pm	9
Thu 05/08/03 10:00am-12:00pm	2	Thu 05/08/03 starting 07:00 PM	2
Fri 05/09/03 10:00am-12:00pm	2	Fri 05/09/03 starting 07:00 PM	2
Sat 05/10/03 10:00am-07:00pm	9	Mon 05/12/03 11:00am - 08:00pm	9
Tue 05/13/03 10:00am-07:00pm	9	Tue 05/13/03 OFF	9

1004

1006

1008

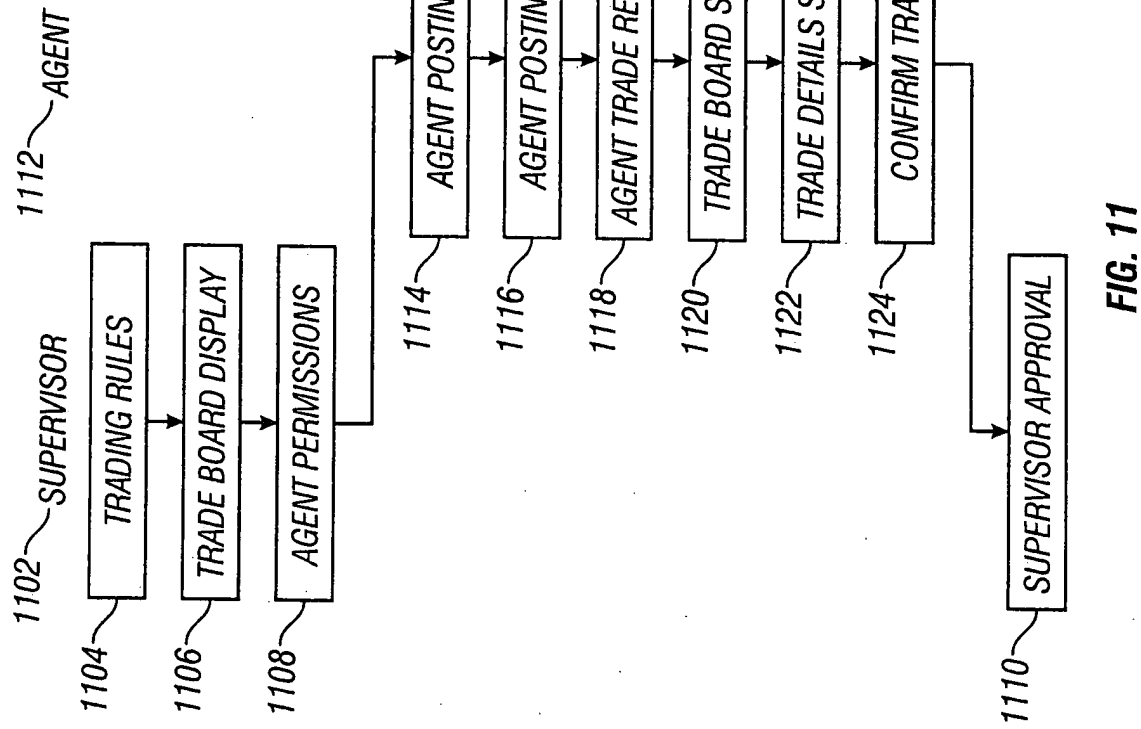
1010

cancel

confirm

1002 (TABLE)

FIG. 10



11/11

